



Medicare Satisfaction Surveys 2000

The Health Care Financing Administration (HCFA) is conducting several surveys as part of an effort to obtain information from Medicare beneficiaries about their experiences in their health plans. These surveys, called the Medicare Satisfaction Surveys, were developed as part of the Consumer Assessment of Health Plans Study (CAHPS). As part of the CAHPS initiative, we are surveying current enrollees of managed care plans, disenrollees, and fee-for-service beneficiaries.

The CAHPS survey and reporting formats were developed to provide reliable and valid information to help consumers and purchasers assess and choose among health plans. Survey responses will be summarized by plan and made available to the public to help beneficiaries make more informed choices among health plans. Only summary data by plan will be available.

Plan-specific summary information will be disseminated through the Internet as part of Medicare Health Plan Compare (a tool on HCFA's website with managed care comparative information), 1-800-MEDICARE, and the *Medicare & You* Handbook.

If you need more information about these surveys, please email cahps@hcfa.gov.

Managed Care Survey

Currently, HCFA is beginning to launch its fourth round of the nationwide survey of Medicare beneficiaries enrolled in managed care plans about their satisfaction with health plan performance. The questionnaire cover is entitled: 2000 Medicare Satisfaction Survey. Westat, our contractor responsible for conducting the survey, will be sending a prenotification letter to beneficiaries letting them know that they have been selected to participate in this study. The surveys will be mailed in September 2000. Nonrespondents will receive a second mail survey as well as a telephone follow-up. All data collection activities will be completed in December 2000.

If Medicare beneficiaries call you about the 2000 Medicare Satisfaction Survey for managed care plans, please reassure them that it is a legitimate survey being conducted by the Federal government, and refer them to Chris Reid at Westat at 1-800-597-0498.

Disenrollment Surveys

The 2000 Medicare Satisfaction Survey – DR is the Medicare CAHPS Disenrollment Reasons questionnaire. This survey asks Medicare beneficiaries who recently left their managed care plan why they chose to leave. The DR survey is administered to a sample of disenrollees every quarter beginning in June 2000. The 2000 Medicare Satisfaction Survey – DA is the Medicare CAHPS Disenrollment Assessment questionnaire. This survey administers the same questions included in the Medicare Managed Care CAHPS Survey of enrollees to a sample of disenrollees: people who chose to leave their Medicare managed care plans. Beginning in 2000, the Disenrollment Assessment Survey will be administered each October continuing through the following January. The survey covers for both the “DR” and “DA” questionnaires do not use the term “disenrollment” because we do not want beneficiaries to think that they are being disenrolled from Medicare when they receive the surveys. Rather, the questionnaires use the same title as the Medicare Managed Care CAHPS Survey of beneficiaries currently enrolled in managed care. If a beneficiary calls with a question about the 2000 Medicare Satisfaction Survey, the telephone representative should ask if the questionnaire title has a “DR” or a “DA” to identify which survey was received.

If Medicare beneficiaries call you about the 2000 Medicare Satisfaction Survey-DR or the 2000 Medicare Satisfaction Survey-DA, please reassure them that they are legitimate surveys being conducted by the Federal government, and refer them to Catherine Moore at Research Triangle Institute at 1-877-834-7073.

Fee-for-Service Survey

HCFA will begin collecting information on the satisfaction and health services experiences of beneficiaries in the Medicare fee-for-service program in fall 2000. The 2000 Medicare Satisfaction Survey – MFFS (Medicare Fee-for-Service) will use a survey design and questionnaire which were adapted from the Medicare managed care CAHPS survey and will yield similar information at geographic levels comparable to Medicare managed care service areas. Each geographic area sampling unit will consist of a random sample of beneficiaries who have been continuously enrolled in the Medicare FFS program for at least six months, regardless of age. The survey will be conducted for HCFA by the University of Wisconsin Center for Health Systems Research and Analysis, and Research Triangle Institute.

If Medicare beneficiaries call you about the 2000 Medicare Satisfaction Survey – MFFS (Medicare Fee-for-Service), please reassure them that it is a legitimate survey being conducted by the Federal government, and refer them to Research Triangle Institute at 1-877-226-9942.

